



<b>Job Title:</b>	<b>Community Housing Specialist</b>
<b>Department:</b>	Community Housing
<b>Reports To:</b>	Community Housing Portfolio Coordinator
<b>Date Revised:</b>	10/04/2019
<b>Starting Salary:</b>	\$40,000
<b>Position Type:</b>	Full Time, Exempt

**Position Summary**

ECHO assists a continuum of direct service programs working to end homelessness in Austin/Travis County by providing them with community-wide technical assistance and strategic systemic input. The primary responsibilities of the ECHO Community Housing Specialist are to expand the housing opportunities and resources available to ECHO’s partner agencies. The Specialist will work collaboratively to maintain the housing partnerships and housing placements by submitting housing applications and addressing landlord concerns as they arise during and after tenancy. The Specialist will work in partnership with the rest of the Community Housing Team to connect households transitioning from homelessness back into stable housing.

**Essential Functions**

- Maintain standards of confidentiality with regards to sensitive client information between community agencies and landlords
- Review rental applications for completeness, and provide respectful and conscientious feedback, as needed, to Intake and Placement Specialists
- Submit rental applications to partner properties and ensure that the process from application processing to lease signing proceeds in a timely manner
- Maintain extensive notes on issues arising at partner properties, addressing them when appropriate or reporting to supervisor as needed
- Possess a skilled, working knowledge of general property management practices, support services programming, and application processes
- Possess a skilled working knowledge of Public Housing Authority practices, including Housing Authority of the City of Austin and Housing Authority of Travis County practices to be demonstrated by understanding of Housing Choice Voucher (HCV) processes, including navigating the Housing Assistance Payment (HAP) and Housing Quality Standard (HQS) processes and expectations.
- Ensure timely follow-up to property management concerns
- Communicate issues expressed by property management to supervisor
- Collaboratively address concerns expressed by property management staff, and consider systemic fixes if needed
- Update internal resources to ensure knowledge of partner properties’ level of occupancy
- Provide trainings, as needed, on Community Housing Department resources and/or skills related to housing individuals exiting homelessness

**Other Duties**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of Housing Specialist, responsibilities, and activities may change at any time with or without notice.

**Supervisory Responsibilities**

This is not a supervisory position.



**Experience**

- 1-2 years' experience locating housing for households experiencing homelessness or other disadvantaged populations

AND/OR

- 1-2 years' experience working in property management, leasing, marketing, or sales

AND/OR

- 1-2 years' experience providing housing stability services to households who have recently exited homelessness

Valid Driver's License and dependable vehicle required.

**Education**

- Required: Knowledge and skills in completing rental applications, collaborating with others, and basic understanding of mediation
  
- Preferred: Knowledge and skills related to Fair Housing legislation, affordable housing guidelines and funding sources, and local rental market. Associates and/or Bachelor's degree. Active Real Estate License.

**Work Environment**

This position operates in a professional office environment. Some activities will be conducted in the community, including in other offices, in libraries, and in other community-based settings. ECHO employees are required to use a personal cell phone for business purposes.

**Physical Demands**

This is a somewhat sedentary role; however, some activity will be conducted in the community dependent on where meetings with housing providers are scheduled; this could include meetings in coffee shops, property management offices or other community-based settings. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

**Travel**

Travel to community-based meetings is required. Meetings can be both office and community based, including frequent travel to properties, and may require use of personal vehicle.

**ECHO Core Mission and Values**

Ideal candidates will share ECHO's core values: that housing is a human right, that system collaboration is required to end homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

**Position Type and Expected Hours of Works**

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

**To Apply**

Please send a cover letter and resume to Kaylin Rubin, Community Housing Portfolio Coordinator, at [kaylinrubin@austinecho.org](mailto:kaylinrubin@austinecho.org). This position will remain open until filled.